

# THE BULLETIN

## Campus Radio Station in Financial Crisis

BY MICHAH RYNOR

CIUT RADIO IS FACING A financial and leadership crisis so serious that the survival of the 33-year-old campus FM station is in jeopardy.

Administrators at the station are scrambling to deal with a major cash shortfall. Also, staff and volunteers are embroiled in programming and advertising policy disputes while the board of directors has had so many resignations in the past month (including the president and the treasurer) that quorum to deal with these problems is, for the time being, impossible.

The Students' Administrative Council (SAC) collects \$5 from every St. George campus student and \$1 from every Scarborough and Erindale student to help finance CIUT which, with 15,000 watts of power, is heard throughout southwestern Ontario and Buffalo. The station's three-storey building on St. George Street is provided free through a student services fee.

For the fiscal year ending Aug. 31, 1998, CIUT's revenue was approximately \$360,000 with \$115,000 coming from SAC. Roughly \$76,000 was raised through advertising revenue, approximately \$61,000 from fund raising and the remainder from

other sources. The station, however, is now reportedly \$70,000 in debt.

Stacey Young, a member of CIUT's board, said the station's fiscal problems arise from years of financial insecurity brought on by a lack of advertising and promotions revenue. Add to this the four changes in station managers in as many years and the result is "a lack of stability that hampers the development of any long-term strategies for increasing income," she said.

Young added that the most serious aspect of this crisis is the lack of a working board of directors. "SAC hasn't been clear about its role in the absence of a board and they've been unsure on how to act given the traditional arm's length agreement between the student government and the station."

SAC president Chris Ramsaroop is adamant that his council "will have a plan in place within three to four weeks and we'll fill the vacancies on the board to get quorum. Right now we're appealing for calm. CIUT has been in worse shape before and it has always pulled through."

Jim Delaney, manager (liaison and campus life services) in U of T's office of student affairs — which provides advice and assistance to

~ See CAMPUS: Page 2 ~

## BRAINWORK



*This photograph — taken in 1990 and depicting the transferral of surgical knowledge from master surgeon to apprentice/resident — is part of a current Canadian Museum of Health and Medicine exhibition marking the 75th anniversary of neurosurgery in Canada. Located in the Toronto Hospital's College Wing Lobby (101 College St.), the display, entitled Brainwork, is open to the public daily until April 30.*

PHOTO COURTESY OF THE TORONTO HOSPITAL

## University Working to Ensure Olivieri Can Continue Research

BY SUSAN BLOCH-NEVITTE

IN AN EFFORT TO ENSURE THAT Professor Nancy Olivieri of pediatrics can continue her research into a rare blood disease, U of T officials recently met with her. Today, the officials are also meeting with two internationally prominent researchers to obtain their advice on the matter.

On Jan. 6 the Hospital for Sick Children removed Olivieri as director of the hospital's hemoglobinopathy program. In a report to Academic Board Jan. 21, President Robert Prichard said the hospital had assured him in advance that its decision would have no impact on Olivieri's academic appointment, salary or ability to continue her research. He said that Olivieri and her supporters strongly disagree and believe her ability to conduct research has been very seriously impaired.

While Prichard acknowledged that U of T has no jurisdiction to reinstate Olivieri to a hospital administrative position, he said the university is committed to ensuring that she is able to continue her research. The meeting with her and university officials Jan. 20 followed an unsuccessful effort by the university earlier this month to appoint a senior scientist/clinician from the faculty agreeable to Olivieri to

review the facts of this newest conflict between the U of T researcher and the Hospital for Sick Children.

Dean Arnie Aberman of the Faculty of Medicine made the proposal two days after Olivieri was removed from her hospital post and was prepared to act on the findings of the review. However, at a meeting to discuss a grievance that the U of T Faculty Association has filed on Olivieri's behalf, Olivieri and UTFA deemed Aberman's initiative unacceptable unless she was first reinstated by the university to her position at the hospital.

"This created a Catch 22 circumstance in that we would not be able to get at the impediments to her research because of our lack of jurisdiction on reinstatement," Prichard told Academic Board.

In addition to their meeting Olivieri, Prichard said U of T officials have had numerous other discussions with individuals in the Faculty of Medicine and at the hospital who know the issues. The officials were also to meet today with Sir David Weatherall of Oxford University and Dr. David Nathan of Harvard University, two internationally prominent researchers in Olivieri's field and vocal supporters of her. Prichard said he would welcome their input "because we can benefit from their

advice, expertise and insight.

"This is a very difficult and complex situation, but we are guided by the principle that it is our obligation to protect our colleagues and enable them to do their work," Prichard said. "The best result is if we can get Dr. Olivieri back doing her research as soon as possible. We're putting in a lot of hours and working intensively to effect a good outcome. If we're not successful with that result, we will rely on the provisions of our grievance procedure."

Prichard also told Academic Board that all of the university's fully affiliated teaching hospitals have agreed to work with U of T in harmonizing their research policies in the areas of conflict of interest, ethics and publication. U of T initiated the effort following recommendations from the Naimark review — a report issued in December by the University of Manitoba's Arnold Naimark following his inquiry into the conflict between Olivieri, the Hospital for Sick Children and the drug firm Apotex. "Ideally the research environment at the hospitals should be the same as to those at U of T," said Prichard, who has appointed U of T law/medical ethics professor Bernard Dickens to work with the university and the hospitals on the harmonization process.

## Student Loan Default Rate Down

BY BRUCE ROLSTON

U OF T'S PROVINCIAL STUDENT loan default rate dropped in 1998, mirroring a similar decline in the number of university students unable to pay back their loans across the province.

Only 9.6 per cent of U of T students defaulted on their loans last year, compared with 10.9 per cent of students the year before, according to recent provincial education ministry figures.

With a total of 562 defaults last year on over 5,800 provincial loans, U of T has one of the lowest rates of default in the province. Only Queen's, Waterloo and Nipissing universities performed better. Across Ontario the default rate as of July 1998 was 12.3 per cent, down from 13.9 per cent in 1997.

The provincial rate is also relatively low when compared with

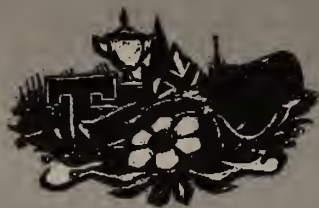
the default rate for Ontario's colleges and private vocational schools. Around one-quarter of college students and a third of vocational school students default on provincial student assistance, although those numbers are also dropping. This difference largely reflects the superior earning potential of a university degree, said Ken Snowdon, vice-president for policy and analysis at the Council of Ontario Universities. U of T registrar Karel Swift agrees. "It says something about the opportunities our students have."

Snowdon attributes this year's decline in defaults, despite an increase in the overall number of provincial loans, to the province's buoyant economy — that, and the education ministry's increased concern about the number of unpaid loans.

~ See DEFAULT: Page 2 ~



## AWARDS & HONOURS



### Faculty of Arts & Science

PROFESSOR DAVID DUNLOP OF PHYSICS HAS BEEN awarded the 1999 Louis Neel Medal of the European Geophysical Society for "authoritative contributions to rock magnetism, setting the standards for the future." The medal, awarded by the solid earth geophysics section of the society, is named for Louis Neel who shared the 1970 Nobel Prize for physics for his fundamental discoveries in magnetism; it will be presented to Dunlop in April at the Nederlands Congresbeobouw in The Hague.

DONNA ORWIN OF SLAVIC LANGUAGES AND literatures was honoured along with co-editor Dean Robin Feuer Miller of Brandeis University by the American Association of Teachers of Slavic and East European Languages for the retrieval of a "lost" book, the late Kathryn Feuer's *Tolstoy and the Genesis of War and Peace*. This widely praised book, published in 1997, is an edition of a 1965 doctoral dissertation that

Professor Kathryn Feuer, who taught at U of T from 1966 to 1976, had never published.

### Faculty of Medicine

PROFESSOR SHARON DAVIES OF ANESTHESIA IS THE first recipient of the David Fear Fellowship established to help support the professional development of clinicians and educators in continuing education in the health professions. The award is named for Professor David Fear of anesthesia who chaired the faculty council's continuing education committee until his death in 1997.

PROFESSOR JONATHAN HELLMAN OF PEDIATRICS IS the winner of a Woolf Award for excellence in continuing education for course co-ordination; Professor Sender Herschorn of surgery won the award for long-term contributions to continuing education and Professor Jerry Tenenbaum of the department of medicine, for teaching excellence.

## Default Rate Down

~ Continued from Page 1 ~

In 1997 the ministry set the goal of reducing the overall provincial default rate on student loans to 10 per cent within five years and assistant deputy minister David Trick said this year's reduction is only the first step. "The 1998 default rates as a whole are still unacceptably high," he wrote in a letter to post-secondary presidents last month.

Although its rate is now just under the province-wide target, U of T will work to further reduce the number of its students in financial straits, Swift added. Crucial to that is ensuring that information on access to student aid and

government debt relief programs is widely available, she said.

Snowdon agreed. "The key for students who fear they may default is to talk with your financial aid counsellors on campus. We need to create the kind of atmosphere where we can help students wind their way through all the regulation and avoid these pitfalls."

COU is currently pressing governments to put more resources towards need-based as opposed to merit-based aid, said Snowdon, and is collaborating with a current ministerial task force along with student and bank representatives to explore new approaches to student aid.

## Campus Radio Station in Financial Crisis

~ Continued from Page 1 ~

station staff — agrees with Ramsaroop on this point. "The station's financial problems in the past have been much more significant. It's the organizational stability that is the main problem right now."

SAC has hired Jenn Schultz, a former executive of the Graduate Students' Union, to do a complete review of the structures, bylaws and financial records of the station. She will release her report in the next four to six weeks.

A major source of volunteer anger is the board's decision in November to allow corporate sponsorship of programs. Traditionally only small, local retailers have been allowed to advertise at CIUT. Young, who helped bring in a new advertising policy allowing for corporate advertising, said the board had no choice if it wanted to avoid radical budget cuts and staff layoffs at the station.

Karen McCrindle, a CIUT programmer and one of the board members who resigned, disagrees. "I don't believe we need to go to international and national corporate advertising. We can make money on the little guy because we've done it in the past."

Although CIUT's troubles are serious, many students on campus appear to have little interest in the future of their station. Young believes this is because the station has focused on serving the external, rather than internal, U of T community. "It very often seems and looks like an organization with very little U of T content."

Young added that if the financial crisis were to worsen and result in bankruptcy the FM licence will revert to the Canadian Radio-Television and Telecommunications Commission. "The likelihood of us ever obtaining another FM spot in the future would be very slim," she warned.

## ON THE INTERNET

### SITES OF INTEREST

#### Let's get physical

**N**EW WITH THE INTRODUCTION OF THE NEWLY formed Faculty of Physical Education and Health comes the launch of its Web site. The faculty offers something for everyone, ranging from academic programs, leading edge facilities and co-curricular programs. Be sure to check out Project Blue, an exciting initiative that celebrates U of T's tradition of sport and academic excellence. And don't forget to visit the virtual U of T Sports Hall of Fame where you'll find inductee profiles and lyrics to the good ol' Varsity

song, The Blue and White. It's even better if you have a sound card.

<http://www.utoronto.ca/physical>

#### Oops...

In the Dec. 14 issue of *The Bulletin*, the URL for the office of space management's virtual St. George campus map was incorrect. It should be as follows: <http://www.osm.utoronto.ca/map>. Also, in the Jan. 11 issue, the Faculty of Applied Science and Engineering was incorrectly named.

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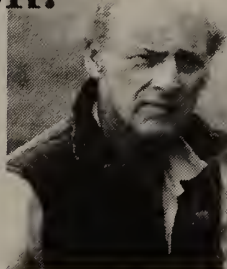
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**OUTPOST**  
The Traveller's Journal

## Colonial Hegemony and Popular Resistance

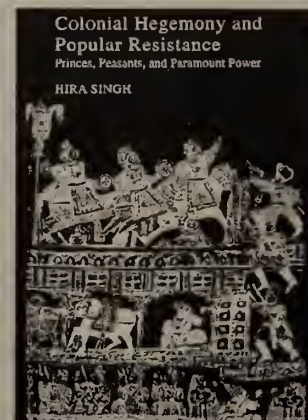
### Princes, Peasants, and Paramount Power

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# Campuses Shut Down

BY SUZANNE SOTO

FACULTY, STAFF AND STUDENTS got an unexpected day and a half "holiday" Jan. 14 and 15 when the U of T administration cancelled classes and closed all three campuses due to severe weather conditions.

The full-scale campus shut down — only the second such closure in the past 15 years — came as Toronto residents braced themselves for a third major snowfall since the beginning of the year.

At U of T, in addition to the class cancellations, a number of other events were called off or postponed, including a visit to U of T by federal Foreign Affairs Minister Lloyd Axworthy and an appearance by Martin Luther King III.

University policy states that the university is to close only under the most severe weather conditions and such closure is defined as a suspension of all activities with the exception of essential services such as campus security, some physical plant operations, caring for laboratory

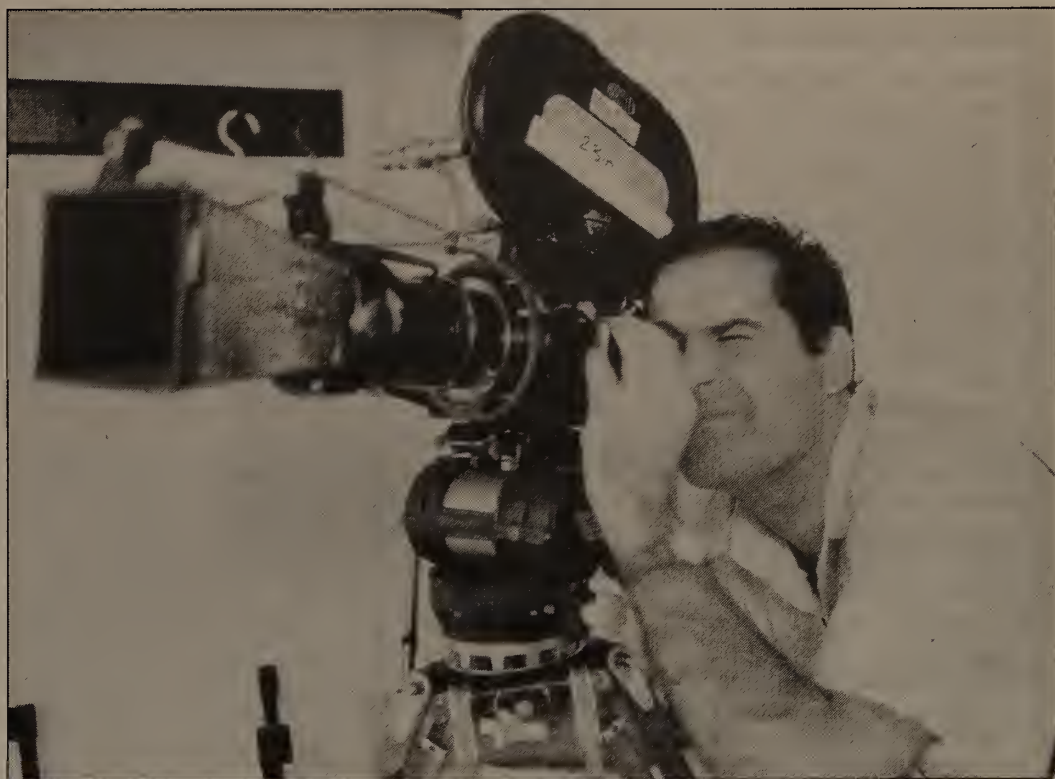
animals and services related to students' residences.

Although bad weather has forced the cancellation of afternoon and evening classes a handful of times in the past two decades, informal records kept by the office of the vice-president (administration and human resources) show the last time daytime classes were called off was back in March 1985, said business officer Anne Chreptak.

The decision to shut the St. George campus down resides with the provost and the vice-president (administration and human resources), Chreptak added. At the University of Toronto at Mississauga and at Scarborough, individual principals make that call. Centrally, the department of public affairs notifies major Toronto radio and television stations and other media and updates the U of T snow information line (978-SNOW).

Telecommunications manager Ann McLean said that during the week of the latest storm, the snow line received more than 66,000 calls.

# FILMMAKER AT LARGE



Anthony Cristiano, filmmaker and Faculty of Arts and Science student, is himself captured on film during the recent shooting of *Infinitely Near*. Now completed, his seven-minute film featuring mathematics student David Anshell and Professor Patrick O'Donnell of Good Will Hunting fame will be shown Jan. 29 at 5 p.m. in the Town Hall Theatre at Innis College. Admission is free.

PETER FINLAY

# Canada's Highest Honour to Four U of T Professors

BY AILSA FERGUSON

FOUR FACULTY MEMBERS HAVE been given this country's highest honour in recognition of lifetime achievement — appointment to the Order of Canada.

The four are among 89 new appointments announced by Governor General Roméo LeBlanc Jan. 12. University Professors Emeriti Samuel Hollander of economics and Douglas LePan of English, who died Nov. 27, were appointed officers, the second-highest rank within the order; Professors Michael Bliss of history

and Dennis Reid of fine art were named members.

Cited as "one of the world's greatest authorities on the history of economic thought," Hollander is an internationally renowned scholar and teacher. Hollander's innovative series of volumes on the 19th-century fathers of economics has "revolutionized the study of classical economics," the citation from Rideau Hall states.

LePan, an eminent poet, novelist, diplomat, scholar and teacher, was one of the few Canadian writers to receive two Governor General's Literary Awards in both

the poetry and fiction categories — in 1953 for his book of poetry *The Net and the Sword* and in 1967 for his novel *The Deserter*. LePan held various appointments at the Department of External Affairs and was a spokesperson for Canada at international meetings regarding social and economic policy. "A great Canadian who helped define our identity, he made significant contributions to literature, public policy and academic life," his citation says. A member of LePan's family will be invited to accept the insignia of the Order of Canada from the Governor

General at one of the three investiture ceremonies held each year at Rideau Hall.

A distinguished Canadian historian, Bliss is the author of 10 books and writes often in Canadian periodicals, comments on radio and television and lectures in Canada and abroad. "He is an impassioned researcher and gifted raconteur who has cast light upon the richness of Canada's history," his citation states.

Reid is a widely acknowledged authority on Canada's artistic heritage. In both his capacity as a curator of Canadian art at the Art

Gallery of Ontario and as a professor of fine art Reid has contributed enormously to the understanding and appreciation of Canadian art. "Through exhibitions, lectures and writings," his citation notes, "he has brought recognition of Canadian artists who have helped to define our national character with their colours and brushes." The author of *A Concise History of Canadian Art* Reid is respected and highly regarded by scholars, dealers, collectors and artists alike. He was recently appointed chief curator at the AGO effective April 1.

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## REMINDER Election 1999

Governing Council  
Academic Board



**Nominations close  
January 29th at noon.**

Nominations for the following Governing Council and Academic Board elections close this Friday at noon:

**Governing Council** - teaching staff, administrative staff and students

**Academic Board** - teaching staff and librarians

Nomination forms are available in Room 106, Simcoe Hall or at the Registrar's Offices at Scarborough and Erindale Colleges. For further information, please call Susan Girard at 978-8428.

The membership of governing bodies should reflect the diversity of the University. Nominations are, therefore, encouraged of a wide variety of individuals.



# Hart House Happenings

7 Hart House Circle • www.utoronto.ca/harthouse

## SPECIAL EVENTS

Call 978-2452

**Coffee and Conversation with Olivia Chaw**, city councillor, social activist and child advocate, Mon. Jan. 25 at 12:15pm. Bring your lunch and join on informal discussion on topics of current interest to the community. Refreshments will be provided by the Graduate Committee.

**Wine Seminar Series** - Thursdays, Feb. 25 (Wines of Eastern Europe and South America), Mar. 4 (Wines of South Africa), and Mar. 11 (Cobernet Showdown - California vs. Bordeaux). \$80 or \$48 for students. Seating is limited. Register at the Membership Services Office: 978-2447.

## ART

Call 978-8398

**Annual Art Competition** - The Art Committee invites submissions from students and Hart House members. Rules and entry forms are available at the Hall Porters' Desk.

**The Justina M. Barnicke Gallery** - "Facing Canadians", selected portraits and figure paintings from the Hart House Permanent collection runs to Thurs. Jan. 28. Opening of "Dog and Pony" featuring Sam Harris and prints by Liz Parkinson, Thurs. Feb. 4. Meet the artists at 5pm. Runs to Mar. 4.

**Arbor Room** - "Phobic" by Catherine Baird runs to Sat. Feb. 6.

## LIBRARY

Call 978-5362

**WRITUALS Literary Pub** with host, Carleton Wilson, Wed. Jan. 27 at 8:30pm in the Arbor Room. Licensed. No cover.

## MUSIC

Call 978-2452 - All concerts are FREE!

**Midday Mosals** - Contemporary vocal singer, Sandy Santos, Wed. Jan. 27 at 12noon in the East Common Room.

**From the Hart** with host, Phillamene Hoffman, Thurs. Jan. 28 at 8pm in the Arbor Room. Sign up at 7:30pm. Free. No cover. All welcome.

**Tuesday Recitals** - The Hart House Music Committee and the Faculty of Music present Greg Colley in a trumpet recital on Tue. Feb. 2 at 8pm in the Music Room.

## CLUBS & COMMITTEES

- Call 978-2452

**77th Annual Exhibition of Photographs by Members of Hart House** - Pick up a copy of the rules and an entry form from the Hall Porters' Desk. Closing date is Fri. Mar. 5.

**The Fourth Annual One-Act Playwriting Contest** - The Hart House Dromo Society will accept submissions up to Sun. Jan. 31, 1999. Phone 239-7314 or 978-5362 for more information.

**Investment Club Speaker Series** featuring Kim Shannon, Senior Portfolio Manager for AMI Partners Inc., Tue. Feb. 2 at 6pm in the East Common Room.

## ATHLETICS

- CALL 978-2447

**Indoor Triathlon** is scheduled for Sat. Feb. 6. Deadline for participants to register is Fri. Jan. 22. Sign up in the Membership Services Office or call 978-2447 for details. Volunteers to work from 7am to 3pm are still welcome.

**HART HOUSE**

UNIVERSITY OF TORONTO

# ON THE OTHER HAND

B Y N I C H O L A S P A S H L E Y

## IF ELECTED, I WILL SERVE

WE WILL REMEMBER, YOU AND I, what we were doing when we heard that Rob Prichard would not seek another term as president of this university. No, kids, he was not impeached and there was no intern. Different president. Please pay attention.

Announcements like Professor Prichard's trigger two responses. First we grieve. We grieve and we deny. But after a sleepless night the sun rises again and we realize that life goes on. We must pull ourselves together. Our university needs us.

Which leads us to stage two. The king is dead; God save the king! Or possibly queen, of course. Rob Prichard will move on to new challenges and someone else will move into his office. And already the political process has begun.

A *Toronto Star* columnist has started lobbying for John Fraser, currently sporting his bow tie at Massey College. A longtime insider of my acquaintance suggests that it may be time for a woman in the job and perhaps someone from the humanities. Elsewhere I hear of agitation for a scientist as president — and we've barely got going.

Possibly you are thinking of your own appropriateness for the position. You're thinking of the prestige, the power, the house, the parking spot. Okay, the salary isn't up there with bank presidents' but it isn't bad by campus standards.

And it's a nice house, sure, but it's a bit public. Middle of the evening you come downstairs in your skivvies to grab a beer from the fridge and you find yourself in the middle of somebody's fundraiser. How much fun is that?

Then there's the job itself. All that tawdry bickering



over money with politicians, alumni, the faculty and now the Steelworkers. You complain now about the number of meetings you have to attend. And how much prestige comes from getting to announce further tuition increases, knowing you're to have your office occupied by a bunch of young people who will laugh at your paperweights and draw moustaches on your photographs of yourself with visiting nabobs?

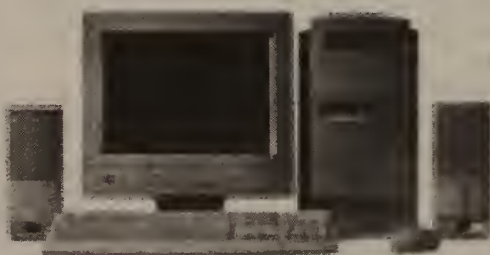
Fine, there are free dinners, but how many nights a week do you want to struggle into formal wear to dine with bigwigs, movie stars and that sort of riff-raff? Not that I'm trying to put you off. Throw your hat into the ring, by all means, but don't blame me when you're moaning about another overdone steak.

Look, I know a lot of you want to see a woman in the job, but could you tolerate just one more guy first? I think I'm sensing a tiny groundswell of popular opinion in my favour and I'd be willing to consider the position. I own a tux. I get on with people. And I can look the part if I make an effort. In one of my favourite party stories, Jean Chrétien once actually mistook me for the president of this university and I think I've added a modicum of gravitas to my demeanour since then. I'm not saying that steelworkers will quake in my presence but I find you can attract more flies with honey. As long as it's flies you're looking for.

Have I ever run a major university? No, but you probably haven't either. Rob Prichard hadn't and the place hasn't fallen apart under his care. What do I stand for? You name it. For starters, we used to be able to beat York at football and I believe that we can again. I have in mind a kind of double-reverse play I think might catch them off guard — but don't tell Lorna Marsden.

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# Report of the Acting University Ombudsperson to the Governing Council

For the period July 1, 1997 to June 30, 1998

## I. INTRODUCTION

This annual report covers the period from July 1, 1997 to June 30, 1998. The report provides a brief statistical summary of the caseload for the year, updates items discussed in previous annual reports, and presents specific cases and issues from this year that warrant attention or comment.

The Terms of Reference of the University Ombudsperson (Appendices "A" & "B") give the Office a responsibility to bring weaknesses and shortfalls to the University's attention. The Office of the Ombudsperson at the University of Toronto is funded by the University and reports directly to the Governing Council. We are beholden to no one group, constituency or vested interest and are available to all University community members. We impartially assess complaints and grievances, criticizing policies and procedures where warranted. Because we offer complete confidentiality and are accessible to all members of the University community, the Office is in a position to give warning of potential problems that otherwise might not be apparent and to see patterns of problems that might be developing across various divisions.

The Terms of Reference also require that the Office "make an annual report to the University community through the Governing Council." This mandate is evidence of the University's resolve to correct shortfalls in policies and procedures, even at the expense of making the occasional embarrassing situation public. For a number of years the Governing Council has directed the Administration to provide a formal response to the annual report of the Ombudsperson, thus promoting openness in dealing with difficulties and taking a collective responsibility for their solution.

## II. OFFICE OPERATIONS

### I. RESTRUCTURING AND TRANSITION

In June 1996, the Governing Council approved a proposal to reduce the annual base budget support provided to the Office of the Ombudsperson from \$192,000 to \$50,000. The size of the budget reduction meant restructuring the Office, moving from a full-time operation to a part-time service. Two committees, one primarily administrative and one made up of members of the Governing Council, were appointed by the Council to oversee the transition. Their work included a review of the Office's Terms of Reference, the search for a new Ombudsperson, and identification of alternative ways to deliver the service on a reduced basis. Over the past year and a half, the staff of the Ombudsperson's Office has been working with the Secretary of the Governing Council and the two committees, providing information and assistance as requested.

#### (a) Staffing

In January 1997, Liz Hoffman left the position of University Ombudsperson to become the first Ombudsperson at Ryerson Polytechnic University. She remained under contract on a part-time basis to the University of Toronto until February 1998, providing assistance with casework overload and advice with respect to transition issues. Irene Birrell was appointed Acting Ombudsperson in February 1997, until December 31, 1997 or until a new Ombudsperson was appointed. Lisa Steigmann-Gall joined the Office as secretary in March 1997. Michael Baker was with the Office from

January to June 1998 while Lisa Steigmann-Gall was on leave. The search for a new Ombudsperson concluded successfully in April 1998 with the appointment of Mary Ward, who took office on July 1.

#### (b) Terms of Reference

At the same time as it approved the new Ombudsperson's appointment, Governing Council approved a new set of Terms of Reference for the Office of the University Ombudsperson. Many of the changes were cosmetic, improving the organization and clarity of the Terms. One substantive change concerned the provision of information to complainants about policies and procedures. In the old Terms of Reference the Office was expected "to serve as a general information centre for members of the University and others as needed about all situations and University procedures concerning which grievances may arise...". In the new Terms, with respect to providing information, the Office's focus is on ensuring that information about policies, procedures, rights and responsibilities is adequately publicized and the Office is enjoined to co-operate with other offices that are particularly concerned with the provision of information to the University community on policies and procedures.

The new Terms of Reference took effect on April 30, 1998. From July 1, 1997 to April 29, 1998, cases were dealt with under the old Terms of Reference. For this reason, both versions are included as appendices to this report.

#### (c) Telephone Information System

At the time the proposal to restructure the Office came forward, there were two staff members available to deal with complaints and queries, one on a full-time basis and one at sixty-percent time. One individual, appointed fifty-percent time, will now handle all cases. Clearly, in order for the Office to remain viable, the caseload needed to be reduced. A review of our annual statistics over the years shows that the largest category of cases dealt with by the Office is that termed "Information" cases. These are cases in which the Office does not take an active investigatory role, but in which the complainants need information and advice about how to deal with their complaints. Many of the types of cases in this category recur: how to petition or appeal; where to take a complaint about a professor or supervisor; the rules for fee refunds; problems with a University service, etc. Over the summer of 1997 we designed a telephone information system to deal with some of the most common types of complaints and questions we receive.

The Office is open to any member of the University community. This means we see a wide range of problems. Adding to the complexity is the University's size and diversity. In the area of student petitions and appeals, for example, every division does things a bit differently, making a multi-layered system necessary. In addition, in order to be truly useful, a number of the mailboxes on the system contain a lot of detailed information.

The complexity of the system has proven to be a problem. Two usage studies done in November and March showed that very few callers were actually staying with the system long enough to reach an information mailbox. Almost fifty percent of callers hung up or "zeroed out" at the first or second level. If the system is to be retained, it will clearly need to be redesigned to make it more effective.

#### (d) Information Pamphlets

A series of pamphlets, again on frequently occurring problems and issues, is being written under the auspices of the Office of the Assistant Vice-President, Student Affairs. The pamphlets will provide some of the information and advice we have provided face to face until now. At this writing, five pamphlets are in the final stages of development and will be available for distribution this fall. They cover the following topics:

- fees and fee refunds
- cheating and plagiarism
- appealing grades thought to be unfair
- petitioning/appealing on compassionate grounds or on grounds of administrative error
- the University's decision-making processes and structures

Two others, one on issues of special interest to graduate students and one on non-academic discipline, are in draft form.

#### (e) Web Site

As noted last year, a Web site has been proposed and some preliminary work has been done on a site by our Office. The continued development of a site will be handled through the Office of the Secretary of the Governing Council, with content approved by the Ombudsperson.

## 2. ANNUAL CASELOAD AND STATISTICS

The Office of the Ombudsperson handled 335 cases from July 1, 1997 to June 30, 1998, another drop from the previous year. It is not possible to determine completely why the numbers continue to fall. However, our records do show a considerable decrease in the number of walk-in cases. Part of this reduction may result from the fewer number of hours the Office is open.

The distribution of the caseload across constituency groups of the University community is shown in Appendix "C" in Table 1. Analysis of the workload by action taken is presented in Table 2. There are two anomalies in the statistics presented in Table 2 this year.

First, there was an unusually high number of cases designated "no action required" (NAR). A number of different situations are covered by this designation. Some examples are:

- complainants who make an appointment then cancel or simply do not show up (sometimes those who cancel indicate that they have been able to resolve their problems)
  - people who are pursuing their complaints through other channels but who wish to keep the Office informed of their problems and the progress they are making
  - complainants who are very angry or upset and want to get their complaint on record, but who do not want any assistance or advice
- Staff availability may be a factor in the increased number of NARs. In the past, we would continue to try to reach those who failed to keep appointments. Often we were able to contact them and provide information and advice over the telephone. We no longer do this as a matter of course, although we will try to contact those who, in providing preliminary information to the Office, have appeared to have a very serious problem.

The second anomalous figure is the number of incomplete cases. This is simply a result of the timing of the production of this report. Normally, our report is written in the fall when we have had more opportunity to bring the year's cases to a conclusion.

When looking at the statistics it is important to bear in mind that they deal only with the overall numbers of cases. They indicate neither the relative complexity of cases nor the time and effort required to conclude them.

## III. CASES AND ISSUES

Following is a summary of some of the cases and issues the Office has dealt with over the past year. In some instances what follows is simply a report on an interesting, but probably isolated case. In other cases there may be larger policy implications to which attention is drawn.

### I. CODE OF BEHAVIOUR ON ACADEMIC MATTERS

Most of the students who contact the Office with questions about the Code of Behaviour on Academic Matters do so at the point in the process in which they are to meet with the head of the division. This year, all of the students who came to us with questions relating to the Code were at this stage.

The lack of detailed information available to students about this step in the Code is a matter of concern. When students are asked to meet with their dean or director they are given a copy of the Code, but that is, generally, the extent of the information they receive. The Code does contain some basic information about this step in the process. It informs students, for example, that they are entitled to representation and that statements made at the meeting may be used against them at a later stage. However, it does not convey any real information about what will happen (i.e., how will the meeting be conducted? who will be there? is the student expected to make a statement or only to answer questions? should the student provide any documentation at this stage? etc.). Students find it very difficult to prepare for these meetings because they do not know what to expect. They are frightened about what might happen to them and embarrassed at being in the situation. They do not know where to go to get neutral, non-judgmental advice and information.

As noted earlier, the Code of Behaviour process is one of the topics covered by the new, plain-language information booklets. This booklet may help the problem somewhat. It does make clear to students how very serious this stage of the process is. However, we believe that students will still need someone to whom they can speak, face to face, when confronted with the prospect of a decanal meeting.

### 2. NON-ACADEMIC INCIDENTAL FEES

Two years ago the Annual Report noted that we had received a variety of complaints about non-academic incidental fees. Last year we reported that we were continuing to receive complaints and the Administration, in its response, indicated that work to resolve the issues would begin once it had received the report of the Task Force on Tuition and Student Financial Support.

The Office has been advised that work is progressing on the assessment of non-academic incidental fees, particularly as they affect part-time students. It is expected that discussions will be held with various interested campus groups this fall with a view to implementing changes by fall 1999. We continue to receive complaints from students who, to fulfill program requirements, must study, conduct research, or complete a professional experience placement outside of Toronto. They think it unfair that they



have no opportunity to use the various student services covered by the fees, yet are still required to pay for them. We recommend that the University include this issue in its ongoing review of the non-academic incidental fee system.

### 3. CODE OF STUDENT CONDUCT — RETENTION OF RECORDS

A student expressed a concern to us about the possibility of records being retained in a complaint filed against her under the Code of Student Conduct. The complaint had been investigated by the division's Investigating Officer and the Dean of the Faculty had decided not to pursue a charge under the Code. However, the student was very concerned about what would remain on file about the matter.

The Code of Student Conduct permits the retention of the records of the Investigating Officer even if the case does not proceed to a hearing and provides that such records could have a bearing on a future complaint. However, a student against whom an allegation has been made, has no right to see, or respond to, the contents of those records:

*(6) Records of the Investigating Officer*

*Where the investigation has not proceeded to a Hearing, the records and notes of the Investigating Officer may be kept and may have a bearing on the decision to prosecute in a future case.*

*Notwithstanding the University's policies on access to information, the head of the division shall have the discretion to refrain from giving any person access to any Report or portion of a Report of an Investigating Officer that has not been presented at a formal hearing.*

We raised the issue with the Administration and were advised that this had been a topic of discussion at the time the Code was drafted. It was thought that there could be cases in which the University would want to be aware of previous complaints or where complainants might have safety concerns if an individual against whom an allegation had been made had full access to the investigative record. There may be cases where such concerns are valid. However, we are also concerned about potential unfairness to those accused who may not be given an opportunity to refute damaging information retained on file.

The Code of Student Conduct provides no guidance to division heads with respect to the retention of the investigative officers' records. There are no suggestions as to when it might be appropriate or desirable to retain a record, how long a record should be kept, what it should at a minimum contain, who should be informed that a record will be kept, who can have access to it, etc. Such guidelines might go some way toward protecting the rights of those accused. We recommend that the University review this issue and consider the development of administrative guidelines with respect to the retention of the records of investigating officers in those cases which do not go forward to a hearing.

### 4. ACCESS TO ACADEMIC ADMINISTRATORS

Students often come to us with academic issues that they should be taking to the academic administrators responsible for the programs in which they are enrolled. Most of them come to our Office because they are unsure about where to take their complaints. However, every year there are a number of students who come to us because they have found their access to the relevant administrator blocked. These cases generally fall into two types:

- an administrative staff member telling a student that the relevant academic administrator (program director/undergraduate co-ordinator/chair, etc.) will not deal with concerns of the sort raised by the student;

or

- an academic administrator telling a student he/she will not review the student's complaint because full authority over the issue raised has been delegated to the lower level administrator whose decision the student wishes to appeal.

Most divisional calendars spell out the hierarchy students are expected to follow if they have complaints or appeals. That hierarchy should be available to students in every case. If there are situations which are truly not open to appeal or will not be reviewed by higher authorities, then the calendars, or the program handbooks, should state clearly what those are.

### 5. VOLUNTARY EXIT PACKAGES

A former staff member complained to us because, by taking a voluntary exit package, she had, unknowingly, been barred from being employed in a similar position by the same division again. None of the material she received at the time of the exit mentioned this consequence of accepting the package. Further, she had discovered that this was a much tighter restriction than had applied in other divisions of the University which had offered voluntary exit packages.

When we contacted the division concerned, they confirmed that this was their rule. Some other staff members who had accepted the voluntary exit package at the same time as our complainant, had been informed, orally, of the provision. Our complainant had not been so informed because she had indicated that she would be pursuing very different career interests and the information was felt, therefore, to be irrelevant to her case.

The Ombudsperson's Office argued that information about the limitation on future employment was crucial information that should have been given in writing to all of those eligible for the exit package before they made their decisions. Secondly, we expressed concern that one division would have a regulation so out of keeping with practice elsewhere in the University.

In the end, the division agreed that the complainant should be able to apply for positions that might arise in the future.

### 6. ISSUES AFFECTING GRADUATE STUDENTS

#### (a) Supervision

Almost forty-five percent of the complaints we received from graduate students this year involved problems with their supervisors. The complaints covered the spectrum from an inadequate amount of supervision to complaints of being abused and harassed. Given the nature of the supervisory relationship one might expect disagreements and misunderstandings to arise. The University has in place guidelines for effective supervision and appeal processes student can follow if they disagree with decisions made. However, once again this year, we were struck by the number of complainants who do not think it is safe to use established procedures and processes and who believe firmly that their future careers are in jeopardy if they complain about their supervisors. Whether this is a matter of misperception or whether in some cases there are grounds for concern, it is a recurring problem that we think it important to continue to highlight.

#### (b) Funding and Expectations

Graduate students involved in laboratory research frequently complain to us that their supervisors have failed to live up to what the students believe were firm agreements with respect to funding (both in amount and duration) and with respect to research expectations. Students allege that they have not been paid what was promised, that they have been significantly delayed in their progress to degree because they have been required to work on too many projects not relevant to their own research, that they have been moved continually from projects in mid-stream, that they were promised particular research opportunities that have never materialised, etc. Our general approach in dealing with these sorts of complaints has been to give assistance and advice to the complainant as he or she attempts to

negotiate an understanding with the supervisor. When we have been more directly involved, it has often been evident that there was a very different understanding of the terms of the agreement on the part of the supervisor. One of the problems in dealing with this kind of case is that there is rarely, if ever, anything in writing upon which either party can rely.

Obviously it would be extremely difficult to craft written agreements that would cover all eventualities in the course of a series of research projects. However, with respect to remuneration, it would seem desirable to have some written understanding of the terms.

### (c) Lack of Feedback on Comprehensive Examinations

This issue was raised in the Annual Report for 1995-96. This year we have again been receiving complaints from graduate students about inadequate or delayed feedback on comprehensive examinations. To be useful, such feedback should be both thorough and timely.

### (d) Intellectual Property

In previous reports, the Office flagged concerns about the lack of a process to deal with inventorship disputes and called for some kind of a process to be added to the University Inventions Policy. Last year the University began to offer a mediation process to those involved in such disputes. However, guidelines remain to be developed for cases involving graduate students. The School of Graduate Studies has been working on a document to assist students and faculty in dealing with a range of intellectual property issues, including the ownership of inventions. It is expected that the document will be widely distributed for consultation and discussion in the fall.

### 7. POLICY ON ACCESS TO STUDENT ACADEMIC RECORDS

A student in a professional faculty complained to us this year because he believed the disclosure of information about his previous performance to a practicum instructor contravened the Policy on Access to Student Academic Records. He argued that the information should not have been disclosed because the instructor was not an employee of the University. The division held that the professionals who dealt with their students were part of an instructional team and should be given information about previous performance issues when that would assist them in training a student.

The Ombudsperson's Office did not have a direct role to play in the case because the student was working his way through an established appeal process. However, we were interested in the policy issue. We conducted an informal survey of other professional faculties on campus which use professional placements as part of their training, to find out how they dealt with this issue, and received a variety of responses. Some program administrators said that they had or would provide information to a practicum instructor if they believed it would help the student be successful in the subsequent placement. Others said that they would never take such a step because of concerns about bias. One program administrator said that she had done it in the past, but felt somewhat uncomfortable about it and would appreciate some policy guidance on the matter. We have reported these findings to the Provost's Office and suggested that they review the issue to determine whether the wording of the Policy on Access to Student Academic Records permits the range of practice we found or whether some amendment to the Policy is needed.

### 8. UNIVERSITY GRADING PRACTICES POLICY — COURSE OUTLINES

The University Grading Practices Policy requires that instructors provide students with course outlines which make clear the methods by which student performance shall be evaluated,

the relative weight of each evaluation method in relation to the overall score and the timing of each major evaluation. In several cases that came to us this year, students have found themselves in difficulties because of ambiguities in the course outline. In the most serious case, a whole class of students in a multi-section course found out late in the year that they would be required to write a final examination. Unlike the course outlines provided to the other sections of the course, their course outline made only an oblique reference to a final examination. Because of the ambiguity, they asked the instructor whether there would be a final examination and were told that there would not. Soon after Reading Week, the instructor informed them that he had erred, that the course outlines of all of the other sections unequivocally listed a final examination and that they would have had to write it as well. After going through several levels of appeal, the students were granted relief by the division responsible for the program because they had been given the wrong information when they sought to clarify the course outline. Other problems with lack of clarity in course outlines have involved such matters as the penalty assessed for lateness, the criteria for class participation marks and the distinction between a final test and a final examination.

Instructors should make certain that their expectations of students are absolutely clear and that the wording of their course outlines leaves no room for ambiguity. In multi-section courses, if it is the case that students in all sections will be evaluated using all or some of the same methods, the course director or program co-ordinator should make sure that those elements are identical in the course outline provided to every section.

### 9. COMMUNICATING DEADLINES

A student came close to missing convocation this year because of a miscommunication about grade submission deadlines. The student was enrolled in a program which permitted him to take courses in another division for degree credit. In the spring he, and the other students in the program nearing degree completion, were advised via e-mail that all course requirements had to be completed by a certain date if they wished to receive their degrees at June convocation. The student handed in his final paper for the course ten days in advance of the deadline. He believed this met his obligation to complete the course requirements. He became concerned when he did not receive any information about convocation. When he contacted his home department, he found out that he had not been put on the convocation list because his grade from the other division's course had not been received by the deadline. The other division had a different timetable and instructors handed in their grades later than in the student's home department. His department had expected that the students would remind their instructors of the different deadline.

The Ombudsperson's Office contacted the division from which the student expected to convocate. The division called the department and made the necessary arrangements to get the student on the convocation list. This was truly a last minute reprieve because the convocation program was to be printed the day after we called.

We were pleased to help resolve the student's immediate problem. However, we thought there were some general issues to be dealt with and we discussed them with the department at a later date. First, the department agreed that its communication with its students with respect to convocation deadlines needed to be more explicit. If students were expected to have a role in reminding their instructors about different deadlines, then this should have been made clear. Second, the department acknowledged that it should take more responsibility for tracking those students enrolled in other divisions and making sure that instructors received timely reminders about grade submission deadlines.



Given the increased amount of interdisciplinary work being done at the University, this issue may be relevant to a number of departments and programs.

IV. CONCLUSION

When I began working in the Ombudsperson's Office as Assistant

Ombudsperson in 1995, I took the job thinking it would be an interesting pursuit for a time. I had no idea just how interesting and challenging my time in the Office would turn out to be! The work of an Ombudsperson can be immensely rewarding or intensely frustrating. In the last year and a half I have experienced both extremes, but, on balance, I think the rewards have outweighed the frustrations.

One of the rewards of the job has been the chance to get to know the many staff at the University who care deeply about the institution and are willing to hear and respond to complaints and concerns in a positive way. They have made the job much easier than it would have otherwise been and I am very grateful to them. In closing, I would like once again to give a special thank you to the office staff, Lisa

Steigmann-Gall and Michael Baker, who provided tremendous support, to Jack Dimond for his help with all the transition issues, and to Liz Hoffman for giving so generously of her time and experience. *The Office of the Ombudsperson is located at 222 College St., Suite 161, Toronto M5T 3J1*  
Irene Birrell  
July 31, 1998

APPENDIX A

TERMS OF REFERENCE FOR THE OFFICE OF THE UNIVERSITY OMBUDSPERSON (1993)

1. The Office of the Ombudsperson shall be independent of all existing administrative structures of the University and have the following functions:
- a. To investigate, in an impartial fashion, complaints that may arise against the University or against anyone in the University exercising authority. Complaints may be made by any member of the University community (students and members of the teaching or administrative staffs) or by former members of the teaching or administrative staffs or student body (in respect of matters arising out of their former University employment or student status). Investigations may also begin on the independent initiative of the Ombudsperson in respect of any one of the above entitled to make a complaint.
  - b. To serve as a general information centre for members of the University community and others as needed about all situations and University procedures concerning which grievances may arise - specifically, to advise persons of their rights and responsibilities and of the proper procedures to follow in order to pursue whatever business or complaint they may have;
  - c. To bring findings and recommendations to the attention of those in authority by the most expeditious means possible, and the University community at large to the extent that is appropriate;
  - d. To direct during emergencies such additional and special information services as is deemed appropriate within the competence and resources of the office.
2. It shall be the special concern of the Ombudsperson that:

- a. Decisions affecting members of the University community are made with reasonable promptness;
  - b. Procedures used to reach decisions are adequate and that the criteria and rules on which the decisions in question are based are appropriate;
  - c. Any gaps and inadequacies in existing University procedures that might jeopardize the human rights and civil liberties of members within the University community be brought to the attention of those in authority. It would not be the function of the Ombudsperson to devise the new rules and procedures, but to make recommendations and to press through publicity to the extent necessary for their formulation and/or improvements;
  - d. All reasonable requests for information pertinent to the functions and purposes of the Office be honoured. The Ombudsperson would be expected to search actively for the answers to all such inquiries and provide them to the inquiring parties. Where such information exists in University offices or publications, the Ombudsperson shall direct enquirers to these sources and emphasize their responsibility for initiating the appropriate actions and for returning to the Ombudsperson if not satisfied with the results.
3. The Ombudsperson shall have access to such official files and information as is required to fulfil the function of the Office. Requests by the Ombudsperson for information must receive priority from every member of the University community.
4. Although authorized to function in the widest possible context and with a minimum of

- constraints, the Ombudsperson shall not:
- a. Act as the advocate of any party to a complaint;
  - b. Initiate an investigation until all existing avenues for seeking redress have been exhausted;
  - c. Exercise such authority beyond the legal authority of the University, although recommendations may be made concerning the authority of the University or of its constituent parts;
  - d. Make University policy or replace established legislative or judicial procedures, although any or all of these may be investigated or questioned and such recommendations made as appropriate for their improvement and efficient functioning;
  - e. Release any information regarding personal and personnel records, unless written permission has been received from the affected persons for releasing the information;
  - f. Set aside the request of complainants that their anonymity be preserved, even though wide latitude has been granted in making public any findings and recommendations.
5. Operations of the Office:
- a. Files
- (i) The Ombudsperson shall maintain suitable records of complaints, findings and recommendations and these shall be accessible only to the Ombudsperson and members of the staff of the Office of the Ombudsperson.

- (ii) Each file and record will be maintained for a period of seven years and one day from the date on which the Ombudsperson deems the case to be completed. At the end of the period of seven years and one day, the file or record may be destroyed; however, no destruction of the file or record will take place while any proceedings are pending in the University, the Courts or any outside tribunal and until after all rights of appeal are exhausted or times of appeal have expired.
  - b. While exceptions may be made by the Ombudsperson with respect to matters of major importance, the Office will normally function in terms of first come, first served.
  - c. The Ombudsperson shall make an annual report to the University community through the Governing Council, and such other special reports as may be required from time to time by the Governing Council.
6. The Ombudsperson shall be appointed by the Governing Council on the recommendation of the President, shall be accountable to the Governing Council and shall have unrestricted access to all University authorities.
7. The Office of the Ombudsperson shall be reviewed on a regular basis, coincident with the end of the incumbent's term, in a manner to be determined by the Executive Committee of the Governing Council. The term of the Ombudsperson should be from three to seven years. An Ombudsperson should serve for a maximum of three terms. Candidates for the Office shall be identified by a search committee highly representative of the University community and including students and members of the teaching and administrative staff.

APPENDIX B

TERMS OF REFERENCE FOR THE OFFICE OF THE UNIVERSITY OMBUDSPERSON (1998)

Status/Authority

1. The Ombudsperson is appointed by the Governing Council on the recommendation of the President; is accountable to the Governing Council and has unrestricted access to all University authorities. The Office of the Ombudsperson shall be independent of all existing administrative structures of the University.
- Mandate
2. The Ombudsperson investigates, in an impartial fashion, complaints that may arise against the University or against anyone in the University exercising authority. It shall be the special concern of the Ombudsperson that:
- a. the rights and responsibilities of members of the University community are adequately defined and publicized;
  - b. any gaps and inadequacies in existing University procedures that affect the ability of individuals to function as members of the University community or which might jeopardize their human rights and civil liberties be brought to the attention of the proper authority;
  - c. the problems of members of the University

- community are addressed with reasonable promptness;
- d. procedures used to reach decisions are adequate and that the criteria and rules on which the decisions in question are based are appropriate and adequately publicized.
- Investigations
3. Complaints may be made by any member of the University community (students and members of the teaching or administrative staffs) or by former members of the teaching or administrative staffs or student body (in respect of matters arising out of their former University employment or student status). Investigations may also begin on the independent initiative of the Ombudsperson in respect of anyone of the above entitled to make a complaint.
4. The Ombudsperson shall initiate an investigation only after attempts at redress through existing administrative channels have been concluded.
5. The Ombudsperson may decline to initiate an investigation on the grounds that it is frivolous or vexatious.
6. In conducting investigations, the Ombudsperson

- shall act in an impartial fashion and not as the advocate of any party to a complaint.
7. Even though wide latitude has been granted in making public any findings and recommendations, the Ombudsperson shall not set aside the request of complainants that their anonymity be preserved.
- Findings/Reports
8. After conducting an investigation, the Ombudsperson may draw conclusions about the complaint investigated and make findings and recommendations concerning its resolution, particularly in relation to the mandate of the Office as set out in 2 above.
9. In drawing conclusions and making recommendations, the Ombudsperson shall not make University policy or replace established legislative, judicial or administrative rules or procedures, although any or all of these may be investigated or questioned and such recommendations made as appropriate for their improvement and efficient functioning.
10. The Ombudsperson shall bring findings and recommendations to the attention of those in authority by the most expeditious means possible, and to the University

- community at large to the extent that is appropriate.
11. The Ombudsperson shall make an annual report to the University community through the Governing Council, and such other special reports as may be required from time to time by the Governing Council.
- Relationship with Other University Activities and Services
12. The Ombudsperson shall have access to such official files and information as is required to fulfil the function of the Office. Requests by the Ombudsperson for information must receive priority from every member of the University community.
13. Where means exist in other University offices for the resolution of complaints or the provision of information the Ombudsperson shall direct enquiries to such offices and emphasize their responsibility for initiating the appropriate actions and for returning to the Ombudsperson if not satisfied with the results. The Ombudsperson shall cooperate with other offices that are particularly concerned with the provision of information to the University community on policies and procedures.



14. The Ombudsperson shall maintain suitable records of complaints, findings and recommendations and these shall be accessible only to the Ombudsperson and members of the staff of the Office of the Ombudsperson.
15. Each file and record will be maintained for a period of seven years and one day

from the date on which the Ombudsperson deems the case to be completed. At the end of the period of seven years and one day, the file or record may be destroyed; however, no destruction of the file or record will take place while any proceedings are pending in the University, the Courts or any outside tribunal and until after all rights of appeal are exhausted or times of appeal have expired.

16. The Ombudsperson shall not release any

information regarding personal and personnel records, unless written permission has been received from the affected persons for releasing the information.

**Review/Appointment**

17. The Office of the Ombudsperson shall be reviewed on a regular basis, coincident with the end of the incumbent's term, in a manner to be determined by the Executive

Committee of the Governing Council. The term of the Ombudsperson should be from three to seven years. An Ombudsperson should serve for a maximum of three terms. Candidates for the Office shall be identified by a search committee highly representative of the University community and including students and members of the teaching and administrative staff.

12/4/98

APPENDIX C

TABLE 1 ANALYSIS OF CASELOAD BY ACTION TAKEN				
Grievances or Complaints	1994-95	1995-96	1996-97	1997-98
Information/Referral	432	365	340	235
Expedited	126	100	32	19
Resolved	49	57	16	11
No action required	2	1	8	34
No jurisdiction	0	0	8	18
Incomplete	0	2	4	18
	609	525	408	335

**Information**  
Advising and informing members of the University about the means available to them to resolve whatever grievance or difficulty they have.

**Expedited** Resolution of relatively simple "red-tape" problems, such as arranging an exception to a rule in a particular case, speeding up consideration of a routine matter, securing an explanation of a decision, arranging a meeting with the appropriate official, or unsnarling difficulties which occurred when an item fell between two jurisdictions, etc.

**Resolved** A grievance was settled more or less to the satisfaction of both the complainant and the respondent official or department, usually through a reversal of the original decision, a compromise, or an agreement that, in light of new or clarified information, no grievance existed.

**No action required** A case was drawn to the attention of the Office, but no action of either an informational or investigative nature was ever required.

**No jurisdiction** The object of the "request for assistance" was outside the jurisdiction of the Governing Council.

**Incomplete** No conclusion had been reached at the time of the Report.

TABLE 2 ANALYSIS OF CASELOAD BY CONSTITUENCY				
	1994-95	1995-96	1996-97	1997-98
Undergraduate				
Students	317	305	253	214
Graduate				
Students	120	102	65	49
Academic				
Staff	37	17	18	14
Administrative				
Staff	76	62	25	21
Miscellaneous*	59	39	47	37
	609	525	408	335

\* Includes organizations, applicants for admission, former employees and students, alumni, and others.

TABLE 3 NUMBER OF CASES BY YEAR		
	YEAR	NUMBER OF CASES
Oct. 1 - Sept. 30: (12 months)	1975-76	310
	1976-77	382
	1977-78	406
	1978-79	454
	1979-80	508
	1980-81	459
	1981-82	480
	1982-83	497
	1983-84	592
	1984-85	639
Oct. 1 - June 30: (9 months)	1985-86	547
	1986-87	734
	1987-88	754
	1988-89	701
	1989-90	760
	1990-91	605
July 1 - June 30: (12 months)	1991-92	810
	1992-93	828
	1993-94	682
	1994-95	609
	1995-96	525
	1996-97	408
	1997-98	335

ADMINISTRATIVE RESPONSE TO THE REPORT OF THE UNIVERSITY OMBUDSPERSON:  
1997-98 (SEPT. 2, 1998)

I. OVERVIEW

In her 1997-98 Annual Report, the Acting Ombudsperson discusses issues related to the restructuring and transition of the office and, as well, lists nine issues arising from her caseload, some of these being updates on initiatives which are ongoing, or observations that the Ombudsperson is making to the wider University community. The following administrative responses are made in accordance with the direction made by Governing Council that the Administration provide an annual response to the Ombudsperson's Report. Some of the Ombudsperson's observations require no further comment as they reflect prior recommendations that have already been acted upon. Several more points that receive attention here are currently in process.

II. OFFICE OPERATIONS

I. RESTRUCTURING AND TRANSITION

(c) Telephone Information System

The Secretary of the Governing Council agrees with the Ombudsperson that the experimental telephone information system should be redesigned. It is likely that shorter, more concise messages will be used, which will be augmented by the publication of the new series of information pamphlets relating to common problems whose resolution may require more detailed information.

III. CASES AND ISSUES

POLICIES AND PRACTICES

1. Code of Behaviour on Academic Matters

The new booklet describing in plain language how the Code works will help address the need for information about procedures at the decanal level. Students who proceed to this stage do so having already met initially with the instructor and/or departmental chair. From this initial stage they may be referred to their Registrar's Office for additional assistance. This additional assistance is a divisional responsibility, and the Provost's Office will take the matter up with the division heads.

2. Non-academic Incidental Fees

The Task Force on Tuition and Student Financial Aid recognized some potential inequities in the present policy for assessing non-academic incidental fees, particularly for part-load students. The Administration agreed to review the current practice and discussions are ongoing with the student associations towards a revised policy.

3. Code of Student Conduct - Retention of Records

The University agrees that the question of the retention and use of records and notes of an Investigating Officer should be reviewed, and has begun that process.

4. Access to Academic Administrators

Any member of the University may write to any academic administrator with a concern that, in that person's view, has not been properly addressed by someone lower in the academic

hierarchy. Divisions will be reminded to give this advice.

6. Issues Affecting Graduate Students

The School of Graduate Studies notes the issues in the Report, some of which concern the graduate student/supervisor relationship. SGS urges that supervisory problems be referred directly to the appropriate SGS Associate Dean so that appropriate action may be taken.

(a) Supervision: Students should have supervisory committees, in accordance with the School of Graduate Studies guidelines, so that they are not entirely dependent upon the supervisor alone. SGS will continue to educate graduate students at orientation sessions, and will urge graduate co-ordinators to raise the matter at departmental orientations.

(b) Funding and Expectations: there should be written agreements between graduate student and supervisor about funding on research projects, and SGS will remind supervisors of their obligations.

(c) Lack of Feedback on Comprehensive Examinations: SGS has established a code of good practice for departmental examinations, adopted by Council; departments will be reminded of the need for adequate and timely comment.

(d) Intellectual Property: the Dean of SGS has appointed a committee to prepare a graduate student guide to intellectual property. The document is in its final stages and will be widely

circulated to students and supervisors.

7. Policy on Access to Student Academic Records

The Policy permits access to relevant portions of a student's academic record by University staff "for purposes related to the performance of their duties". Instructors who are authorized to teach in courses and practica have the right of access when the department determines that information is necessary to perform their duties. An example may be the need to correct weaknesses in past performance. Departmental officials must make the judgment whether, in a particular case, an instructor's knowledge of a previous weakness would assist the student. The Provost's Office believes that this is a matter of judicious interpretation of the Policy rather than requiring a change in the Policy itself.

9. Communicating Deadlines

The Administration is very pleased with the Ombudsperson's treatment of this matter and is in full agreement with the need for timely reminders about grade submission deadlines.

IN CONCLUSION

The Administration would like to thank Irene Birrell for her dedicated and effective work as the Acting Ombudsperson. She has smoothed the office's transition for her successor and served the University with distinction. Particularly noteworthy is the speed with which she prepared and submitted this year's report.



# CLASSIFIED

A classified ad costs \$15 for up to 35 words and \$.50 for each additional word (maximum 70). Your phone number counts as one word, but the components of your address will each be counted as a word, e-mail addresses count as two words. A cheque or money order payable to **University of Toronto** must accompany your ad. Ads must be submitted in writing, 10 days before *The Bulletin* publication date, to **Nancy Bush, Department of Public Affairs, 21 King's College Circle, Toronto, Ontario M5S 3J3.**

Ads will not be accepted over the phone. To receive a tearsheet and/or receipt please include a stamped self-addressed envelope. For more information please call (416) 978-2106 or e-mail nancy.bush@utoronto.ca.

## ACCOMMODATION RENTALS AVAILABLE — METRO & AREA —

**\$45 per night single** (or \$50 double), Annex, 7-minute walk to Robarts Library, 14-night minimum, luxury penthouse with fireplace, private bathroom, share new kitchen, free private phone line, TV, laundry, dishwasher. Smoke-free, pet-free, quiet and civilized, for visiting academics and post-docs. 200-4037 or 73231.16@compuserve.com

**Lovely 3-bedroom family home**, fully furnished, west Annex, January/February — April, garage, all amenities included. Perfect for visiting professor. Josée Couture, Re/MAX, (416) 588-6777.

**Short-term sublet.** January-May/99. Bright, fully equipped apartment (top floor of duplex). LR, DR, kitchen, bedroom, large den/bedroom, deck, laundry, parking. Dundas/Dovercourt. 10-15 minutes by streetcar to U of T. References. Phone/leave message, (416) 533-7181.

**Avenue Road/St. Clair.** Furnished bedsitting room with private bath, TV, VCR, telephone, in attractive, quiet, 2-bedroom apartment. Female postgraduate student or commuter preferred. Kitchen, laundry facilities, air conditioning, balcony. Available immediately, references, \$125 weekly. (416) 920-1521.

**Rosedale, sunny 3-bedroom** upper duplex, approximately 1,500 sq. ft., fireplace, leaded windows, high ceilings, parking, TTC, 5 appliances, broadloom, 2 blocks from Rosedale Park. \$2,190/month+. Available February 1/99, 89 Whitehall Road. 975-9755.

**One-bedroom apartment** for rent, furnished, 6-month sublease March-August 1999. Sun-deck, hardwood floors, top floor of house, Roxborough St. W. \$850 utilities included. References required. Please call 413-0102.

**Heart of downtown Toronto** (Robarts Library). Large studio apartment in renovated Victorian house, fully furnished & equipped, kitchen, private bath, hardwood floors, private deck, 3rd floor, a/c, laundry, parking. \$1,250 including maid. Available immediately. (416) 971-6094.

**So close, you can wake up five minutes before work!** Bloor/St. George. 1-bedroom facing courtyard, quiet & clean building. Includes: fridge, stove, dishwasher, washer, dryer, heat, hydro, CAC, water, locker, blinds. February 1. (416) 385-2404.

**St. Clair West.** 2-bedroom home, renovated, furnished, basement home-office, air conditioned, parking, garden, patio, barbeque, linens, 7 appliances, TVs, VCR. \$1,200 inclusive. (416) 658-9396.

## ACCOMMODATION RENTALS REQUIRED

**Wanted to rent/exchange:** a house/apartment with 2 bedrooms — a family of 3 (a one-year-old girl) from July 1 to December 1, 1999 — family from Otago University faculty, Dunedin, New Zealand. Telephone (416) 485-5787 for details.

**2-bedroom furnished house** or apartment April 20 — November 20, 1999. Contact cbaines@acs.ryerson.ca

## ACCOMMODATION SHARED

**Charming & nearby, Cabbagetown.** Quiet room, in house with shared kitchen, bathroom, laundry, garden, piano. No parking but close to TTC, shopping. \$650/month. Female non-smoker, references. Available now. Phone Joan 929-8714.

## BED & BREAKFAST

**Bed and Breakfast Guesthouse.** Walk to U of T. Restored Victorian home. Single, double and private en-suite accommodations. 588-0560.

**\$28 per night single, Annex,** 7-minute walk to Robarts Library, 14-night minimum, no breakfast but share new kitchen and bathroom; free private phone line, TV, laundry, dishwasher. Smoke-free, pet-free, quiet and civilized, for visiting academics and post-docs. 200-4037 or 73231.16@compuserve.com

## VACATION / LEISURE

**Botanical Gardens and Wildlife of South Africa.** August 21 to September 6, 1999. Timed for peak blooming of wild flowers of Namaqualand and Fynbos. Tour will appeal to wildflower and gardening enthusiasts. Tour also includes time in Kruger National Park. Also tour to Botswana/Namibia in October/November 1999 (dates TBA). Both escorted by a member of the Garden Club of Toronto. Call Sue McClelland (416) 447-4486. E-mail: smcclell@alchemy.chem.utoronto.ca

**SCOTLAND.** Quiet Edinburgh apartment, in 1860s private house, sleeps 4. To rent by

the week to careful, non-smoking visitors. (Regret no children.) Phone/fax R. Sym: (Edinburgh) 0131-447-2735 for more details or Toronto (416) 425-0453.

## HOUSES & PROPERTIES FOR SALE

**Sunshine Coast!** .75 acre in Sechelt, BC. Cedar trees, gentle slope, partial view of inlet and mountains. Few steps from sandy swimming beach. Serviced with BC Hydro, municipal water, telephone, cable. \$44,900. (250) 978-4220, psutton@ceiss.org

## HEALTH SERVICES

**PERSONAL COUNSELLING** in a caring, confidential environment. U of T extended health benefits provide excellent coverage. Evening and weekend hours available. Dr. Ellen Greenberg, Registered Psychologist, The Medical Arts Building, 170 St. George Street. 944-3799.

**INDIVIDUAL AND COUPLE THERAPY.** Experienced in psychotherapy for anxiety, depression and relationship problems. Coverage under staff and faculty benefits. Dr. Gale Bildfell, Registered Psychologist, 114 Maitland Street (Wellesley & Jarvis). 972-6789.

**Individual psychotherapy for adults.** Evening hours available. Extended benefits coverage for U of T staff. Dr. Paula Gardner, Registered Psychologist, 114 Maitland Street (Wellesley and Jarvis). 469-6317.

**PSYCHOANALYTIC PSYCHOTHERAPY** with a Registered Psychologist. Dr. June Higgins, The Medical Arts Building, 170 St. George Street (Bloor and St. George). 928-3460.

**Psychologist providing individual and group psychotherapy.** Work stress, anxiety, depression and women's health. U of T staff health plan covers cost. Dr. Sarah Maddocks, registered psychologist, 114 Maitland Street (Wellesley & Jarvis). 972-1935 ext. 3321.

**Psychotherapy. Dr. Joan Hulbert,** Psychologist. Eglinton Avenue near Yonge. (416) 544-8228. Focus on depression, anxiety, substance abuse, difficulties with assertiveness, relationship problems, self-esteem, abusive relationships. Group therapy for self-esteem and assertiveness. Fees may be covered by Employee Health Insurance Plan.

**Individual cognitive behavioural** psychotherapy. Practice focussing on eating

disorders, depression, anxiety and women's issues. U of T staff extended health care benefits provide full coverage. Dr. Janet Clewes, Registered Psychologist, 183 St. Clair Avenue West (St. Clair and Avenue Road). 929-3084. 1900 Dundas St. W., Suite 243, Mississauga, Ontario, (905) 814-5888 (Dundas St. W./Erin Mills Parkway).

**Psychological services for children,** adolescents and families. Comprehensive assessment of learning problems, emotional and behavioural difficulties. Individual psychotherapy, parent counselling. Dr. Meagan Smith and Dr. Arlene Young, Registered Psychologists. U of T area. 926-0218. Leave message.

**Dr. Gina Fisher, Registered Psychologist.** Psychotherapy for depression, anxiety, relationship problems, stress, gay/lesbian issues, women's issues. U of T extended health benefits apply. Evening appointments available. The Medical Arts Building (St. George and Bloor). (416) 932-8962.

**Psychologist providing individual, group and couple therapy.** Personal and relationship issues. U of T extended health plan provides some coverage for psychological services. For a consultation call Dr. Heather A. White, 535-9432, 140 Albany Avenue (Bathurst/Bloor).

**Dr. Dvora Trachtenberg, Registered Psychologist.** Offering individual and couple/marital psychotherapy. Fees covered fully or partially by U of T extended health benefits. Evening appointments available. The Medical Arts Building (St. George and Bloor). (416) 932-8962.

**DR. WENDY C. CHAN CONSULTANTS** offers culturally sensitive psychological services by Registered Psychologist and associates to individuals, couples, families. Therapy available in Cantonese, Mandarin, Spanish, Vietnamese, English for work and academic stress, depression, anxiety, pain coping problems. Services can be covered through health benefits plan. (416) 777-1612. Front/Jarvis.

**Dr. Martin Antony (Psychologist) & Associates.** Practising in assessment and short-term, cognitive-behavioural treatment of anxiety and mood problems, including: fears/phobias, social and performance anxiety, panic attacks, agoraphobia, chronic worry/stress, obsessions/compulsions, and depression/low self-esteem. U of T staff extended health care benefits provide full coverage. Daytime, evening, and weekend appointments available. Medical Arts Building (St. George and Bloor). (416) 994-9722.

**Dr. Frances Khanna, C.Psych. and Gestalt Therapist.** Gestalt Therapy is an approach to personal growth through living more fully in the present moment. Newly adapted for individuals experiencing high anxiety, panic attacks, phobic feelings. Sessions for adults, teenagers and children. University of Toronto health benefits apply. 179 Carlton St. (416) 481-1201.

**MEDITATION FOR HEALTH.** Medical program teaches stress reduction for chronic pain, anxiety and other stress-sensitive symptoms. Complementary, not alternative. OHIP coverage with physician's referral. Brochure available. Lucinda Sykes, M.D. (416) 413-9158.

**Electrolysis, facials (Gerovital-GH3).** Waxing. Men & women. Certified electrologists. Safe, sterile. Introductory offer, packages available. 7 days. Guaranteed quality at lowest prices downtown. Bay Street Clinic: 1033 Bay, #322, 921-1357; Medical Arts Building, 170 St. George, #700, 924-2355. North York 398-9883.

**MASSAGE** for aches, pains, and stress. 29 years' experience. Medical Arts Building. We will bill directly for your potential full coverage. Ann Ruebottom, B.A., R.M.T. (1970). Tel. 9601RMT (960-1768).

## MISCELLANY

**TRAVEL-teach English.** Government accredited. 5-day/40-hour TESOL teacher certification course, March 10-14 (or by correspondence). 1,000s of jobs available NOW. FREE information package. Toll free 1-888-270-2941.

**LEARN SPANISH AT OISE/UT.** Communicative method. One level completion. Groups at all levels. Morning, afternoon and evening classes. Winter term: January 29 — April 16. Instructor: Margarita De Antunano, M.Ed. Canada-Mexico Cultural Exchange Centre OISE/UT. Telephone: 921-3155. 10th floor, 10-138.

**INCOME TAX PREPARATION — FREE CONSULTATION.** Canadian and U.S. Quick turnaround. Personalized professional services and advice on all tax, business and financial matters. Sidney S. Ross, Chartered Accountant, 2345 Yonge Street, Suite 300. Tel. 485-6069, fax 480-9861.

**RECYCLE YOUR SURPLUS BOOKS NOW** through the annual University College Book Sale. Proceeds support college library. For Toronto-wide pickup phone (416) 978-2968 or fax (416) 978-3802.

## VISITING FACULTY ACCOMMODATION

The University still has a few furnished apartments in turn-of-the-century Victorian homes available for short-term rental for visiting faculty and their families. Situated right on the St. George campus in a unique residential neighbourhood, these attractive units are located steps from transit, shopping, restaurants, recreational and cultural activities. One- and two-bedroom units available immediately, starting at \$1,100/month and up.

**For further information, contact the U of T Real Estate Office at (416) 978-2218.**

## Giving Greenery...

### Plant a Tree

#### in honour

of a family member...  
celebrate a new child...  
a graduate...an anniversary

#### in honour

of your graduating class, club,  
organization or business

#### in memory

of a departed family  
member or friend

*The legacy is yours to give. Whatever your reason, the tree or shrub that you choose will help ensure that the St. George Campus remains a green oasis in downtown Toronto.*

The University's Department of Facilities & Services will be happy to assist you with the selection of a species and a site. For additional information, please call (416) 978-2329





# EVENTS



## LECTURES

### Islam and Social Construction of the Bangladesh Countryside.

MONDAY, JANUARY 25

Prof. Peter Bertocci, Oakland University, Rochester, Michigan; 1999 Aziz Ahmad lecture. Croft Chapter House, University College. 3 p.m. *South Asian Studies*

### "New" Media in "Old" Urban Areas.

TUESDAY, JANUARY 26

Shauna Brail, geography. Knowledge Innovation Lab, 9th floor, OISE/UT, 252 Bloor St. W. 12 noon to 1:30 p.m. *Knowledge Media Design Institute*

### The Confrontation Between Observation and Cosmological Theory: A Critical Look at the Emperor's New Clothes.

TUESDAY, JANUARY 26

Prof. Tom Bolton, astronomy. 2111 Sidney Smith Hall. 4:15 p.m. *U of T Mathematics Association*

### What Has the Church to Say to Families at This Moment? What Do Families Have to Say to the Church?

WEDNESDAY, JANUARY 27

Prof. Ronald Mercier, S.J., Regis College; Family Values, Christian Ethics and the Common Good series. Elliott MacGuigan Hall, 67 St. Nicholas St. 7:15 to 9:15 p.m. Fee: \$10. *Regis*

### What Is a Travel Narrative?

THURSDAY, JANUARY 28

Prof. Roland Le Huenen, Centre for Comparative Literature. Croft Chapter House, University College. 4:30 p.m. *Centre for Comparative Literature Course Union of Graduate Students*

### Canadian Unity and the New Millennium.

THURSDAY, JANUARY 28

Stéphane Dion, minister of intergovernmental affairs. Council Chamber, Simcoe Hall. 7:30 p.m. *SAC*

### Recent Discoveries at the Roman Period Temple of Shenhur ("Lake of Horus") in Upper Egypt.

FRIDAY, JANUARY 29

Marleen De Meyer, Katholieke Universiteit Leuven, Netherlands. 142 Earth Sciences Centre. 6:30 p.m. *Society for the Study of Egyptian Antiquities*

### From Acquisition to Restoration: Protecting Toronto's Natural Places.

SUNDAY, JANUARY 31

Wayne Reeves, city clerk's division, City of Toronto. Auditorium, Medical Sciences Building. 3 p.m. *Royal Canadian Institute*

### Globalization, Women and the Assault on Equality.

MONDAY, FEBRUARY 1

Linda McQuaig, journalist and author; women's centenary lecture. 2080 South Building, U of T at Mississauga. 12 noon. *Status of Women Office*

### Challenging Assumptions: A Video Package to Challenge Media Stereotypes.

MONDAY, FEBRUARY 1

Bindu Dhaliwal and Denise Campbell, Students Commission; Popular Feminism series. 3-312 OISE/UT, 252 Bloor St. W. 8 p.m. *Women's Studies in Education, OISE/UT*

### Hitting the Mark: Using an Action Research Model to Reach Youth Through the Internet.

TUESDAY, FEBRUARY 2

David Haans, Oonagh Maley and Louise Smith, community health. Knowledge Innovation Lab, 9th floor, OISE/UT, 252 Bloor St. W. *Knowledge and Media Design Institute*

### Engineering a Blood Vessel Substitute.

WEDNESDAY, FEBRUARY 3

Prof. Robert Nerem, Georgia Institute of Technology. 116 Wallberg Building. 12:30 p.m. *Chemical Engineering & Applied Chemistry*

### Out of the Mouths of Babes: Children, Ethics and Affirmation.

WEDNESDAY, FEBRUARY 3

Bridget Campion, St. Augustine's Seminary; Family Values, Christian Ethics and the Common Good series. Elliott MacGuigan Hall, 67 St. Nicholas St. 7:15 to 9:15 p.m. Fee: \$10. *Regis*

### Rebuilding the Adult Brain.

SUNDAY, FEBRUARY 7

Prof. Derek van der Kooy, anatomy and cell biology. Auditorium, Medical Sciences Building. 3 p.m. *Royal Canadian Institute*

### Digital Democracy as Participatory Design: Using Old and New Media to Build Knowledge Networks.

TUESDAY, FEBRUARY 9

Liss Jeffrey, McLuhan Program for Culture & Technology. Knowledge Innovation Lab, 9th floor, OISE/UT, 252 Bloor St. W. 12 noon to 1:30 p.m. *Knowledge Media Design Institute*

### Persian and the Late Phrygians at Gordion: The New Archeological Evidence.

WEDNESDAY, FEBRUARY 10

Prof. Cuyler Young, Near and Middle Eastern civilizations. 140 University College. 4:15 p.m. *Archeological Institute of America*

### A Global Ethic for the Global Economy.

WEDNESDAY, FEBRUARY 10

John Dalla Costa, founder of the Centre for Ethical Orientation; Family Values, Christian Ethics and the Common Good series. Elliott MacGuigan Hall, 67 St. Nicholas St. 7:15 to 9:15 p.m. Fee: \$10. *Regis*

## COLLOQUIA

### The Reception of Sokal's Hoax in France and America.

WEDNESDAY, JANUARY 27

Yves Gingras, Université du Québec à Montréal. 323 Old Victoria College. 4 p.m. *IHPST*

### Policing the Occult.

FRIDAY, JANUARY 29

Prof. John Comaroff, University of Chicago. 560A Sidney Smith Hall. 2 to 4 p.m. *Anthropology and Centre for International Studies*

### New Directions in Sol-Gel Processing: Self-Organized Micro- and Mesostructured Media.

FRIDAY, JANUARY 29

Prof. Jeff Brinker, University of New Mexico. 158 Lash Miller Chemical Laboratories. 3:30 p.m. *Chemistry*

### Shipwrecked in the Age of Romanticism: Heinrich Steffens, Autobiography and the Career of *Naturphilosophie*.

WEDNESDAY, FEBRUARY 3

Prof. Ernst Hamm, York University. 323 Old Victoria College. 4 p.m. *IHPST*

### When Does a Monkey Call Become a Word?

WEDNESDAY, FEBRUARY 3

Prof. Robert Seyfarth, University of Pennsylvania. 4043 Sidney Smith Hall. 4 p.m. *Psychology*

### Rock-Cut Tombs and Qumran Cemeteries: A Comparative Study of the Jewish Funerary Customs in Early-Roman Palestine.

FRIDAY, FEBRUARY 5

Prof. Claude Cohen-Matlofsky, Sorbonne University. Centre for the Study of Religion, 123 St. George St. 1:10 p.m. *Study of Religion*

### A Substantive Theory of Subjective Sensory Qualia.

FRIDAY, FEBRUARY 5

Prof. Paul Churchland, University of California at San Diego. 179 University College. 3 p.m. *Philosophy*

### Fractal Measures Applied to Chemical and Fluid Mechanical Variables in the Lower Stratosphere.

FRIDAY, FEBRUARY 5

Adrian Tuck, NOAA — Aeronomy Laboratory. 158 Lash Miller Chemical Laboratories. 3:30 p.m. *Chemistry*

### Treating the Unkindest Cut: Foreskin Restoration and the Anti-Circumcision Movement.

WEDNESDAY, FEBRUARY 10

Janet Childerhose, Institute for the History & Philosophy of Science & Technology. 323 Old Victoria College. 4 p.m. *IHPST*



## SEMINARS

### PU.1, a Shared Transcriptional Regulator of Lymphoid and Myeloid Cell Fates.

TUESDAY, JANUARY 26

Dr. Harinder Singh, University of Chicago. 968 Mt. Sinai Hospital. 4 p.m. *Samuel Lunenfeld Research Institute*

### Beta-Adrenergic Reactor Desensitization in Cardiac Hypertrophy and Heart Failure.

WEDNESDAY, JANUARY 27

Dr. Howard Rockman, University of North Carolina at Chapel Hill. 968 Mt. Sinai Hospital. 12 noon. *Samuel Lunenfeld Research Institute*

### The Repulsive Mechanics of Mediating Axon Guidance.

THURSDAY, JANUARY 28

Dr. Zhigang He, University of California at San Francisco. 968 Mt. Sinai Hospital. 11 a.m. *Samuel Lunenfeld Research Institute*

### Working Visions on New Media Policy in the Global Context.

THURSDAY, JANUARY 28

Derrick deKerckhove and Liss Jeffrey, McLuhan Program in Culture & Technology; Ron Kiebert, political science; Hudson Janisch, law; Andrew Clement, information studies; and Elizabeth Hoffman, Ontario Library Association. 205 Claude T. Bissell Building, 140 St. George St. 12 noon to 2 p.m. *McLuban Program*

### Persistent Organic Pollutants in Urban Environments: Movement and Effects.

THURSDAY, JANUARY 28

Prof. Miriam Diamond, geography.

2093 Earth Sciences Centre. 4 p.m. *Environmental Studies*

### "Genetic Disease" in American Culture: Cystic Fibrosis, Sickle Cell Anemia and the Pursuit of "Gene Therapy, 1945-1998."

THURSDAY, JANUARY 28

Prof. Keith Wailoo, University of North Carolina at Chapel Hill; Hannah seminar for the history of medicine. Great Hall, 88 College St. 4 to 6 p.m. *History of Medicine*

### Food Webs on Islands in the Gulf of California: Effects of Predation, Marking Input and El Niño Events.

FRIDAY, JANUARY 29

Prof. Gary Polis, Vanderbilt University, Nashville. 3127 South Building, U of T at Mississauga. 12 noon. *Erindale Biology*

### Notes to Infinity.

WEDNESDAY, FEBRUARY 3

Round-table discussion: Justin Moore, mathematics, Russell Kilbourne, comparative literature, Charles Dyer, astronomy and astrophysics, Brad Inwood, classics and Ted Chamberlin, English and comparative literature (respondent). 134 Rotman School of Management. 1:30 to 5 p.m. *Centre for Comparative Literature Course Union of Graduate Students*

### The Fulbright Program Experience: A Fulbrighter's Perspective.

WEDNESDAY, FEBRUARY 3

Gil Alterovitz, Institute of Biomaterials & Biomedical Engineering. Cumberland Room, International Student Centre. 2 p.m.

### Neural Correlates of Limb Mechanics and Task Dynamics.

THURSDAY, FEBRUARY 4

Prof. John Kalaska, University of Montreal. 3154 Medical Sciences Building. 4 p.m. *Physiology*

### Ecology, Health and Spirituality.

THURSDAY, FEBRUARY 4

Dennis O'Hara and Stephen Dunn, St. Michael's College. 2093 Earth Sciences Centre. *Environmental Studies*

### Accelerating Skill Development in the Biology Curriculum.

FRIDAY, FEBRUARY 5

Prof. Nick Collins, zoology, Erindale. 3127 South Building, U of T at Mississauga. 12 noon. *Erindale Biology*

### The Attractions of Exclusion: Race, Ethnicity and American Civic Ideals.

FRIDAY, FEBRUARY 5

Prof. Rogers Smith, Yale University; The United States in International Perspective series. 3050 Sidney Smith Hall. 2 to 4 p.m. *American Studies Committee and Political Science*

## MEETINGS & CONFERENCES

### Literacy.

MONDAY, JANUARY 25 TO

FRIDAY, JANUARY 29

Univeristy College Symposium 21. All sessions in 179 University College unless stated otherwise.

MONDAY, JANUARY 25

Keynote address by John O'Leary, president of Frontier College; sponsored by the UC Alumni Association. 7 p.m.

TUESDAY, JANUARY 26

What Literacy Does to the Mind. 10:10 a.m. Standardization of Orthography as an Aid to Literacy? 11:10 a.m. The Essay as a Literary and Academic Form: Closed Gate or Open Door? 12:10 p.m.

Extending the Written Lexicon from Pictographic Writing. 1:10 p.m. Botany in Classical Greece: From Oral Transmission to Illustrated Herbal by Way of the Philosophers. 2:10 p.m. Issues in Children's Learning to Read in a Second Language. 3:10 p.m.

WEDNESDAY, JANUARY 27

Media Literacy: Issues and Trends in Public Education. 10:10 a.m. Orality and Literacy in the Scottish Ballad. 11:10 a.m. "Come, Bright Improvement!": The Literary Societies of 19th-Century Ontario. 12:10 p.m. Practical English or Creative English? Should the School System Prepare People to Communicate in a Global Economy or Explore the Beauty of Literature? Panel discussion sponsored by the Literary & Athletic Society. Junior Common Room. 1:10 p.m. Literacy and Moral Policing in Late Colonial Brazil, 1777-1808. 2:10 p.m. Hunting, Tracking and Reading. 3:10 p.m.

THURSDAY, JANUARY 28

Subscription Libraries in 19th-Century France. 10:10 a.m. Some Painters: Illiterate, Literate, Literary? 11:10 a.m. Letters and Pictures: 17th-Century Education. 12:10 p.m. Oral Literacy in Labrador. 1:10 p.m. Literary Experiences and the Shaping of Cognition. 2:10 p.m. Evidence for Literate Conceptions of Language in Two Pre-Classical Texts. 3:10 p.m.

FRIDAY, JANUARY 29

"Dumb Significants" and Early Modern English Definition. 10:10 a.m. The Illiteracy of Social Scientists With Respect to Sustainability. 11:10 a.m. Literacy and Metalinguistic Awareness in Folk Psychology, History and Mathematics. 12:10 p.m. Scribal Education in Ancient Babylonia. 1:10 p.m. Musical Literacy. 2:10 p.m. Soprano and Piano, recital in Room 240. 3:10 p.m. Information: 978-8090; programs available in 173 University College.

### Governing Council.

THURSDAY, FEBRUARY 4

Council Chamber, Simcoe Hall. 4:30 p.m.

### Planning & Budget Committee.

TUESDAY, FEBRUARY 9

Council Chamber, Simcoe Hall. 5 p.m.

### Committee on Academic Policy & Programs.

WEDNESDAY, FEBRUARY 10

Council Chamber, Simcoe Hall. 4:10 p.m.

## MUSIC

### FACULTY OF MUSIC EDWARD JOHNSON BUILDING

#### Thursday Noon Series.

THURSDAY, JANUARY 28

Faculty trio: Katherine Rapoport, viola; Clare Scholtz, oboe; and piano. Walter Hall. 12:10 p.m.

### Wind Symphony & Concert Band.

SATURDAY, JANUARY 30

Stephen Chenette and Cameron Walter, conductors. MacMillan Theatre. 8 p.m. Tickets \$10, students and seniors \$5.

### Small Jazz Ensembles.

WEDNESDAYS, FEBRUARY 3 AND

FEBRUARY 10

Favourite standards and students arrangements and compositions. Walter Hall. 8 p.m.

### Young Artists Recital Series.

FRIDAY, FEBRUARY 5



# EVENTS

Carla Huhtanen, soprano; Alex Dobson, baritone; and Stephen Ralls, piano. Walter Hall. 8 p.m. Tickets \$10; students and seniors \$5.

## Vocal Students Performance.

**TUESDAY, FEBRUARY 9**  
Featuring the outstanding students of the voice program. Walter Hall. 12 noon.

## NEWMAN CENTRE CMC Winners.

**SUNDAY, JANUARY 31**  
Concert by 1998 CMC winners. Newman Centre, 89 St. George St. 3 p.m.

## HART HOUSE

**Die Winterreise: A Winter  
Recital of Schubert's Song Cycle.**  
**SUNDAY, JANUARY 31**  
Alex Dobson, baritone, and Doreen Uren Simmons, piano. Music Room. 4 p.m.

## PLAYS & READINGS

### Moon Children.

**WEDNESDAY TO SATURDAY,  
JANUARY 27 TO JANUARY 30**  
Directed by Catherine Piggot. Leigha Lee Browne Theatre, U of T at Scarborough. 8 p.m. Tickets \$6. Reservations: 287-7007.

### University of Toronto Drama Festival.

**WEDNESDAY TO SATURDAY,  
JANUARY 27 TO JANUARY 30**  
Plays are directed, starring, produced and in some cases written by members of the U of T community. Two plays and an adjudication each night. Jan. 27: The Good, the Bard and the Ugly and Boxing Day.

Jan. 28: Bland Hysteria and Never Swim Alone. Jan. 29: The Maids and Legends and Legacies. Jan. 30: Smooch Music and 4 a.m. Open All Night. Hart House Theatre. 7:30 p.m. Tickets \$5 for U of T students, \$10 for non-students. Hart House Theatre Box Office, 978-8668. U of T Drama Coalition and Hart House Theatre

### Uncle Vanya.

**THURSDAY TO SUNDAY,  
JANUARY 28 TO JANUARY 31;  
TUESDAY TO SUNDAY,  
FEBRUARY 2 TO FEBRUARY 7**  
By Anton Chekov; Graduate Centre for Study of Drama production in association with Mermaid's Blood, Guardian Spring Productions and Studio Lab Foundation. Performances at 8 p.m. except Sunday 2 p.m. Glen Morris Studio Theatre, 4 Glen Morris St. Tickets \$16, students and seniors \$10, Tuesday to Thursday; Friday and Saturday \$20; Sunday pay what you can (\$7 suggested minimum).

## EXHIBITIONS

### JUSTINA M. BARNICKE GALLERY HART HOUSE Facing Canadians.

**TO JANUARY 28**  
Selected portrait and figure paintings from the Hart House Permanent Collection. Both Galleries.

### FEBRUARY 4 TO MARCH 4

**Sam Harris.**  
Oil and wax on shaped and carved plywood. East Gallery.

### Liz Parkinson.

Suite of prints. West Gallery. Gallery

hours: Monday to Friday, 11 a.m. to 6 p.m.; Saturday, 1 to 4 p.m.

## NEWMAN CENTRE Icons, Tapestries and Paintings.

**TO JANUARY 29**  
Christmas season religious show. Ground floor. Hours: Monday to Friday, 9 a.m. to 5 p.m.

## UNIVERSITY OF TORONTO AT SCARBOROUGH Contemporary Art in Scarborough XI.

**JANUARY 11 TO FEBRUARY 12**  
Features experimentation in computer-assisted art works, sculptures, video installations and digital works. The Gallery. Gallery Hours: Monday to Friday, 11 a.m. to 4 p.m.

## University of Toronto Art Centre. To MARCH 26

Selected highlights from the three university collections: the Malcove Collection, the University College Art Collection and the University of Toronto Art Collection. Hours: Tuesday and Friday, 11 a.m. to 4 p.m.; Wednesday and Thursday, 11 a.m. to 7 p.m.; Saturday, 12 noon to 4 p.m.

## THOMAS FISHER RARE BOOK LIBRARY

**Art on the Wing:  
British, American and Canadian  
Illustrated Bird Books from the  
18th to the 20th Century.**  
**JANUARY 25 TO APRIL 9**  
A selection of illustrated bird books, with an emphasis on birds of the Americas, demonstrating many different graphic techniques and processes. Hours: Monday to Friday, 9 a.m. to 5 p.m.



## MISCELLANY

### Balancing Work, Study and Home.

**WEDNESDAY, JANUARY 27**  
A practical hands-on workshop to learn new strategies for stretching the hours in your day and gaining some time for yourself. 2nd floor, 40 Sussex St. 12 noon to 2 p.m. Call the family care office at 978-0951. Family Care Office

### Alzheimer's Support Group. TUESDAY, FEBRUARY 2

A support group for students, staff and faculty whose loved ones have Alzheimer's Disease. Jan Vieira, Alzheimer Society of Toronto will lead the group; first session of a proposed eight-week schedule. 2nd floor, 40 Sussex St. 12 noon to 1 p.m. Family Care Office

### Issues in Coeducation.

**TUESDAY, FEBRUARY 2**  
A conversation with Jill Ker Conway and John Evans on the pros and cons of single sex versus coed education. University of Toronto Schools, 371 Bloor St. W. 7:30 p.m. Tickets \$10.

### Investment Planning Strategies.

**WEDNESDAY, FEBRUARY 3**  
Guest speaker: Michael Lem, an investment adviser with Nesbitt Burns' Toronto office. Council Chamber, South Building, U of T at Mississauga. 7:30 p.m. Reservations: (905) 828-5454 or e-mail: sprior@credit.erin.utoronto.ca.

### Showcase 99: New Developments in Multimedia & Digital

## Courseware.

**TUESDAY, FEBRUARY 9**  
Annual showcase of multimedia and digital courseware developed by faculty, staff and students; developers will be on hand to demonstrate their projects. Centre for Academic Technology, Information Commons, 4th floor, 130 St. George St. Provost's Office and Centre for Academic Technology

## UTM's Second Annual "Erg-a-Thon."

**TUESDAY, FEBRUARY 9 AND  
WEDNESDAY, FEBRUARY 10**  
Faculty, students and staff are invited to take part in this year's 24-hour Erg-a-Thon in support of UTM's Rowing Club. The Meeting Place, South Building, U of T at Mississauga. 12 noon to 12 noon.

# ULTINET

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# COMMITTEES

The Bulletin regularly publishes the terms of reference and membership of committees. Deadline is Monday, two weeks prior to publication.

## REVIEW

**ABORIGINAL STUDIES PROGRAM**  
An external review committee has been established to review the aboriginal studies program March 4 and 5. Members are: Professors Leanne Hinton, department of linguistics, University of California; John Milloy, native studies department, Trent University; and Ted Chamberlin, English and Centre for Comparative Literature, U of T.

The committee would be pleased to receive comments from interested persons. These should be sent to Dean Carl Amrhein, Room 2020, Sidney Smith Hall.

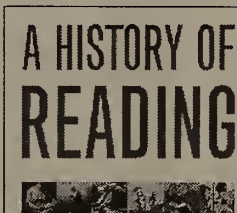
## SEARCH

**CHAIR, DEPARTMENT OF  
ASTRONOMY**  
A search committee has been established to

recommend a chair of the department of astronomy. Members are: Professor Carl Amrhein, dean, Faculty of Arts & Science (chair); Professors Simon Lilly and Howard Yee, astronomy; David Bailey, physics; Donald Cormack, associate dean, Division III, School of Graduate Studies; Philip Kronberg, astronomy, Scarborough; John Lester, astronomy, Erindale; and Kent Moore, associate dean, sciences, Faculty of Arts & Sciences; and Christine Clement, lecturer, astronomy; Wayne Barkhouse, president, Graduate Astronomy Students' Association; and Sara Poirier, undergraduate student, astronomy.

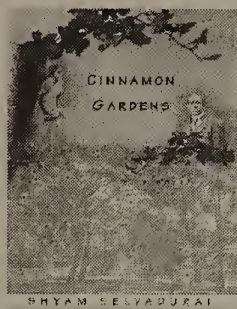
The committee would appreciate receiving nominations and comments from interested members of the university community. These should be submitted to Dean Carl Amrhein, Room 2020, Sidney Smith Hall.

# A different kind of discount...



Alberto Manguel

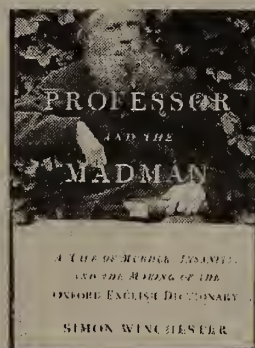
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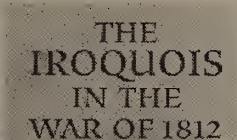


**The Professor and the  
Madman  
by Simon Winchester**

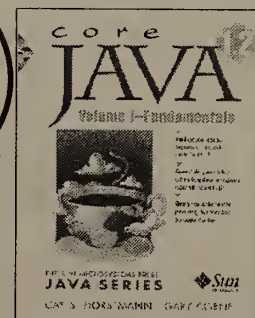
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## UNIVERSITY OF TORONTO

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# A NATURAL MASTERPIECE

*The snow that closed down the university was a logistical nightmare  
but on the St. George campus it was an artist's dream*

PHOTOGRAPHS BY ROB ALLEN

